

Provider Activity

Monthly Trend	Measure	Actual	1 Yr Ago	Variance %
	Unique Clients	1,243	1,473	-16% ▼
	Admits	1,141	1,569	-27% ▼
	Discharges	1,132	1,729	-35% ▼
	Service Hours	25,874	27,281	-5%
	Bed Days	4,536	4,532	0%

▲ > 10% Over 1 Yr Ago ▼ > 10% Under 1Yr Ago

Consumer Satisfaction Survey

(Based on 271 FY17 Surveys)

Question Domain	Satisfied % vs Goal%	Satisfied %	Goal %	State Avg
✓ Respect		92%	80%	91%
✓ Participation in Treatment		90%	80%	92%
✓ Overall		90%	80%	91%
✓ Quality and Appropriateness		90%	80%	93%
✓ General Satisfaction		89%	80%	92%
✓ Access		86%	80%	88%
✓ Outcome		83%	80%	83%
● Recovery		74%	80%	79%

■ Satisfied % | Goal % ■ 0-80% ■ 80-100% ✓ Goal Met ● Under Goal

Clients by Level of Care

Program Type	Level of Care Type	#	%
Mental Health	Outpatient	354	20.9%
	Crisis Services	338	20.0%
	Community Support	220	13.0%
	ACT	196	11.6%
	Intake	147	8.7%
	Residential Services	111	6.6%
	Employment Services	17	1.0%
	Other	12	0.7%
	Forensic MH	Forensics Community-based	295

Client Demographics

Age	#	%	State Avg
18-25	192	16%	13%
26-34	228	19%	24%
35-44	210	17%	20%
45-54	279	23%	21%
55-64	219	18%	16%
65+	90	7%	5%

Gender	#	%	State Avg
Male	736	59%	60%
Female	505	41%	40%
Transgender	2	0%	0%

Ethnicity	#	%	State Avg
Non-Hispanic	927	75%	72%
Unknown	185	15%	7%
Hispanic-Other	68	5%	7%
Hisp-Puerto Rican	60	5%	12%
Hispanic-Cuban	2	0%	0%
Hispanic-Mexican	1	0%	1%

Race	#	%	State Avg
White/Caucasian	792	69%	64%
Black/African American	168	15%	17%
Other	81	7%	13%
Unknown	41	4%	4%
Multiple Races	33	3%	1%
Am. Indian/Native Alaskan	11	1%	1%
Asian	10	1%	1%
Hawaiian/Other Pacific Islander	4	0%	0%

■ Unique Clients | State Avg ▲ > 10% Over State Avg ▼ > 10% Under State Avg

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	117	103	14% ▲
Admits	50	29	72% ▲
Discharges	51	31	65% ▲
Service Hours	7,486	7,939	-6%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	97%	98%
Valid Axis V GAF Score	64%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		25	49%	65%	50%	-16% ▼
✓ No Re-admit within 30 Days of Discharge		48	98%	85%	94%	13% ▲
● Follow-up within 30 Days of Discharge		18	72%	90%	55%	-18% ▼

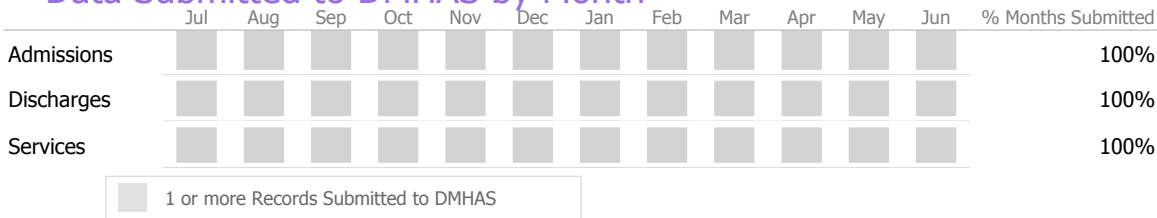
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		104	85%	60%	90%	25% ▲
✓ Social Support		85	70%	60%	80%	10%
● Employed		11	9%	15%	14%	-6%
● Improved/Maintained Axis V GAF Score		34	33%	85%	54%	-52% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		70	99%	90%	99%	9%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	
Service Hours	-	-	

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	N/A	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	69%
Cooccurring	Actual	State Avg
MH Screen Complete	N/A	88%
SA Screen Complete	N/A	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		N/A	N/A	50%	45%	N/A

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		N/A	N/A	30%	24%	-30% ▼
Improved/Maintained Axis V GAF Score		N/A	N/A	75%	54%	-75% ▼
Social Support		N/A	N/A	60%	69%	-60% ▼
Stable Living Situation		N/A	N/A	95%	86%	-95% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		N/A	N/A	90%	89%	N/A ▼

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

> 10% Over < 10% Under

Actual Goal Goal Met Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

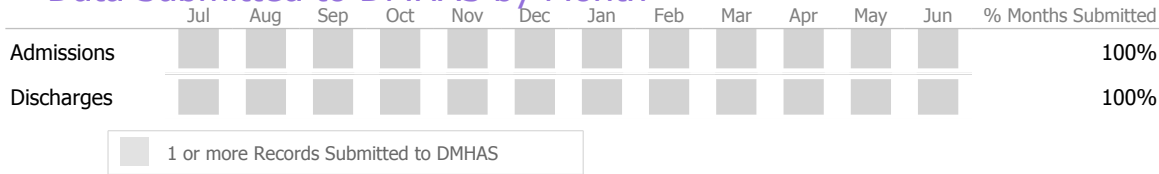
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	68	155	-56% ▼
Admits	84	182	-54% ▼
Discharges	81	183	-56% ▼

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		113	73%	75%	68%	-2%
✓ Community Location Evaluation		153	99%	80%	80%	19% ▲
● Follow-up Service within 48 hours		2	20%	90%	65%	-70% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

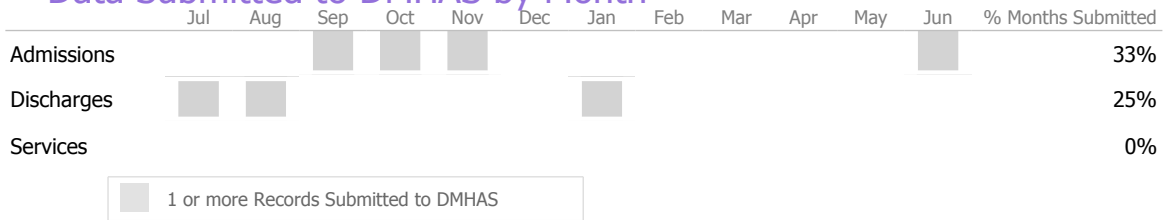
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	6	17% ▲
Admits	5	3	67% ▲
Discharges	5	3	67% ▲
Service Hours	-	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Re-entry Programs Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 2 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	219	390	-44% ▼
Admits	17	139	-88% ▼
Discharges	69	197	-65% ▼
Service Hours	1,413	1,884	-25% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	87%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	16%	69%
Cooccurring	Actual	State Avg
✓ MH Screen Complete	100%	88%
✓ SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
✓ Valid Axis I Diagnosis	99%	97%
✓ Valid Axis V GAF Score	95%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		36	52%	50%	45%	2%

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		135	61%	60%	69%	1%
● Stable Living Situation		191	86%	95%	86%	-9%
● Improved/Maintained Axis V GAF Score		142	68%	75%	54%	-7%
● Employed		32	14%	30%	24%	-16% ▼

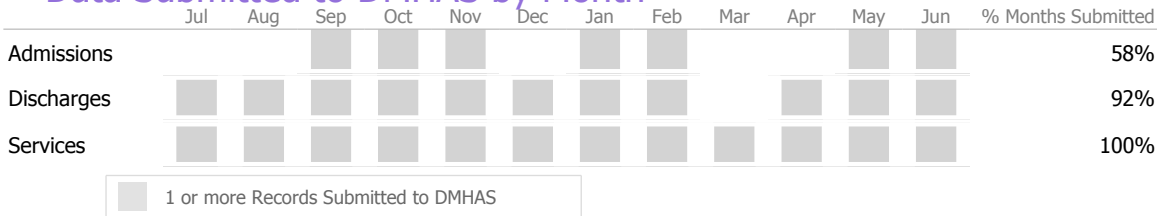
Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		147	96%	90%	89%	6%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		7	41%	75%	67%	-34% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual
 Goal
 Goal Met
 Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

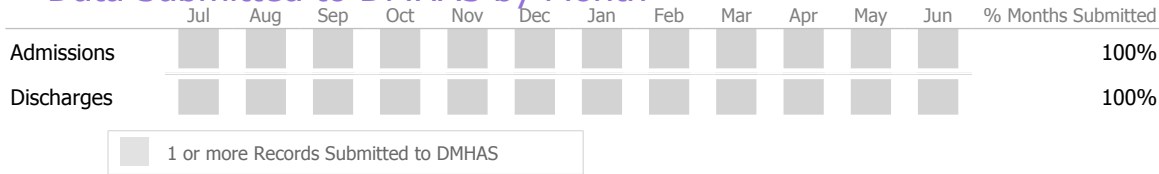
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	286	268	7%
Admits	399	353	13% ▲
Discharges	383	354	8%

Crisis

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Evaluation within 1.5 hours of Request		529	70%	75%	68%	-5%
✓ Community Location Evaluation		734	97%	80%	80%	17% ▲
● Follow-up Service within 48 hours		52	44%	90%	65%	-46% ▼

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 25 Active Mobile Crisis Team Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	17	38	-55% ▼
Admits	-	8	-100% ▼
Discharges	7	21	-67% ▼
Service Hours	135	271	-50% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Employed		5	29%	35%	43%	-6%

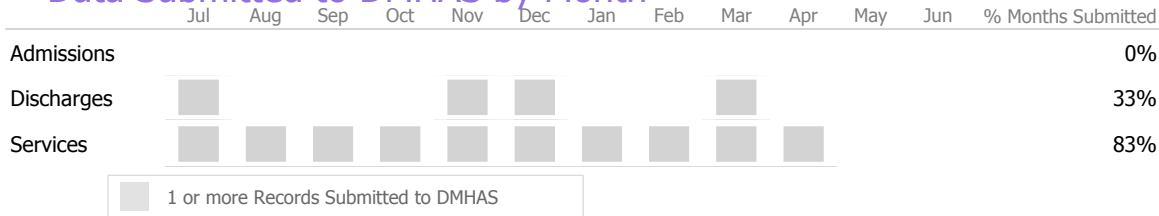
Service Utilization

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		4	40%	90%	98%	-50% ▼

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data		97%
On-Time Periodic	Actual	State Avg
6 Month Updates		93%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 41 Active Employment Services Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	20	31	-35% ▼
Admits	1	8	-88% ▼
Discharges	1	12	-92% ▼

Data Submitted to DMHAS by Month



* State Avg based on 1 Active Outreach & Engagement Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	0		
Admits	-	-	
Discharges	-	-	

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions													0%
Discharges													0%

1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

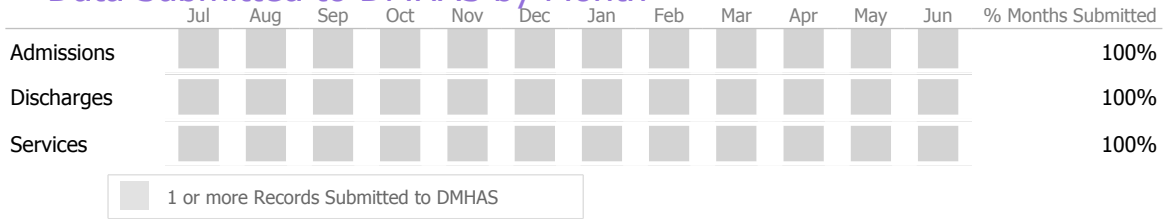
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 0 Active Housing Assistance Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	147	234	-37% ▼
Admits	153	228	-33% ▼
Discharges	151	243	-38% ▼
Service Hours	315	512	-38% ▼

Data Submitted to DMHAS by Month



* State Avg based on 8 Active Central Intake Programs

SMHA Jail Diversion

Southeastern Mental Health Authority

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

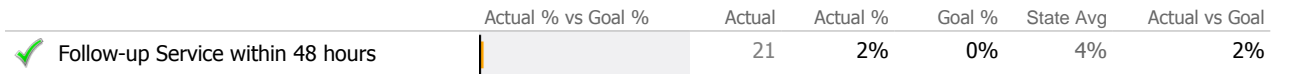
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	208	222	-6%
Admits	145	173	-16% ▼
Discharges	110	166	-34% ▼
Service Hours	2	1	

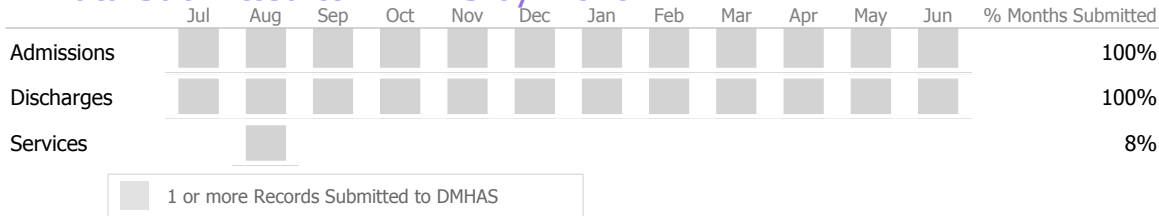
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

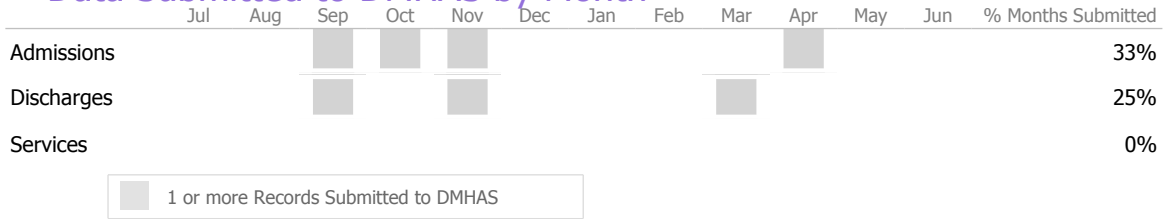
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	5	1	400% ▲
Admits	4	1	300% ▲
Discharges	3	-	
Service Hours	-	-	

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	111	123	-10%
Admits	110	145	-24% ▼
Discharges	109	147	-26% ▼
Bed Days	4,536	4,532	0%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	95%

On-Time Periodic	Actual	State Avg
6 Month Updates	N/A	0%

Cooccurring	Actual	State Avg
MH Screen Complete	100%	100%
SA Screen Complete	100%	100%

Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	96%	97%
Valid Axis V GAF Score	76%	77%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		94	86%	95%	87%	-9%
No Re-admit within 30 Days of Discharge		104	95%	85%	90%	10%
Follow-up within 30 Days of Discharge		94	100%	90%	96%	10%

Recovery

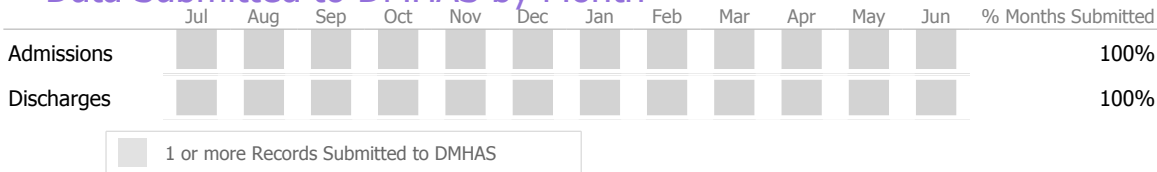
National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Improved/Maintained Axis V GAF Score		34	31%	95%	37%	-64% ▼

Bed Utilization

	12 Months Trend	Beds	Avg LOS	Turnover	Actual %	Goal %	State Avg	Actual vs Goal
Avg Utilization Rate		15	69 days	0.1	83%	90%	83%	-7%

Legend: ■ < 90% ■ 90-110% ■ > 110%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual | Goal ▲ Goal Met ● Below Goal

* State Avg based on 2 Active Sub-Acute Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	173	193	-10% ▼
Admits	69	70	-1%
Discharges	57	94	-39% ▼
Service Hours	2,733	2,697	1%

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	93%	94%
On-Time Periodic	Actual	State Avg
6 Month Updates	97%	69%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	88%
SA Screen Complete	100%	88%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	99%	97%
Valid Axis V GAF Score	94%	89%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Treatment Completed Successfully		36	63%	50%	45%	13% ▲

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Social Support		117	67%	60%	69%	7%
● Stable Living Situation		159	91%	95%	86%	-4%
● Employed		25	14%	30%	24%	-16% ▼
● Improved/Maintained Axis V GAF Score		97	60%	75%	54%	-15% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		118	100%	90%	89%	10%

Service Engagement

Outpatient	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● 2 or more Services within 30 days		46	68%	75%	67%	-7%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	100%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	92%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

Actual
 |
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 93 Active Standard Outpatient Programs

Veterans Jail Diversion Initiative

Southeastern Mental Health Authority

Forensic MH - Forensics Community-based - Court Liaison-Jail Diversion

Connecticut Dept of Mental Health and Addiction Services

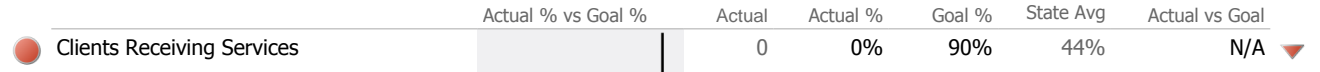
Program Quality Dashboard

Reporting Period: July 2017 - June 2018 (Data as of Sep 18, 2018)

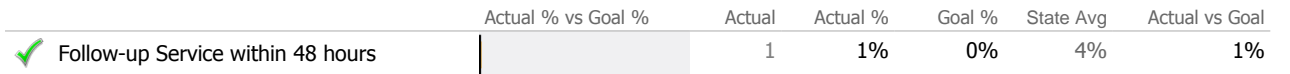
Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	61	66	-8%
Admits	31	38	-18% ▼
Discharges	27	36	-25% ▼
Service Hours	-	-	

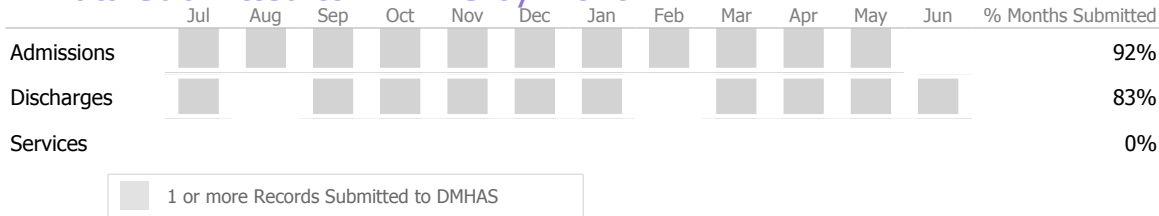
Service Utilization



Jail Diversion



Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 18 Active Court Liaison-Jail Diversion Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	220	266	-17% ▼
Admits	43	142	-70% ▼
Discharges	47	91	-48% ▼
Service Hours	6,978	6,234	12% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	94%	98%
On-Time Periodic		
6 Month Updates	73%	96%
Cooccurring		
MH Screen Complete	100%	90%
SA Screen Complete	100%	89%
Diagnosis		
Valid Axis I Diagnosis	98%	98%
Valid Axis V GAF Score	93%	96%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Treatment Completed Successfully		21	45%	65%	67%	-20% ▼

Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Stable Living Situation		197	89%	80%	92%	9%
Social Support		144	65%	60%	82%	5%
Improved/Maintained Axis V GAF Score		114	56%	65%	66%	-9%
Employed		14	6%	20%	13%	-14% ▼

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
Clients Receiving Services		174	100%	90%	99%	10%

Data Submitted to DMHAS by Month

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	% Months Submitted
Admissions	■	■	■	■	■	■	■	■	■	■	■	■	92%
Discharges	■	■	■	■	■	■	■	■	■	■	■	■	100%
Services	■	■	■	■	■	■	■	■	■	■	■	■	100%

■ 1 or more Records Submitted to DMHAS

▲ > 10% Over ▼ < 10% Under

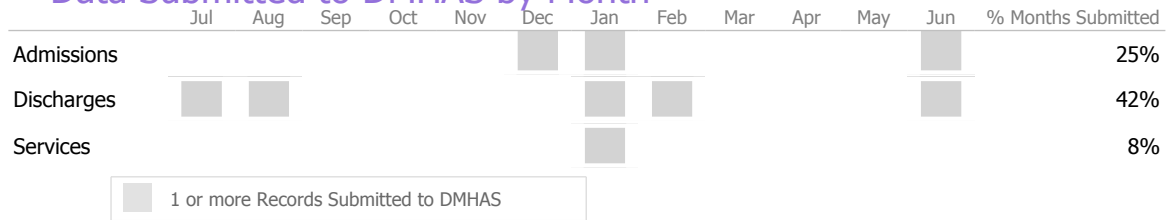
■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 48 Active CSP Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	7	16	-56% ▼
Admits	5	14	-64% ▼
Discharges	6	14	-57% ▼
Service Hours	1	1	100% ▲

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

■ Actual | Goal ✓ Goal Met ● Below Goal

* State Avg based on 14 Active Other Programs

Program Activity

Measure	Actual	1 Yr Ago	Variance %
Unique Clients	80	88	-9%
Admits	25	35	-29% ▼
Discharges	25	32	-22% ▼
Service Hours	6,811	5,431	25% ▲

Data Submission Quality

Data Entry	Actual	State Avg
Valid NOMS Data	95%	97%
On-Time Periodic	Actual	State Avg
6 Month Updates	100%	93%
Cooccurring	Actual	State Avg
MH Screen Complete	100%	95%
SA Screen Complete	100%	95%
Diagnosis	Actual	State Avg
Valid Axis I Diagnosis	100%	98%
Valid Axis V GAF Score	95%	88%

Discharge Outcomes

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
● Treatment Completed Successfully		10	40%	65%	50%	-25% ▼
✓ No Re-admit within 30 Days of Discharge		23	92%	85%	94%	7%
● Follow-up within 30 Days of Discharge		6	60%	90%	55%	-30% ▼

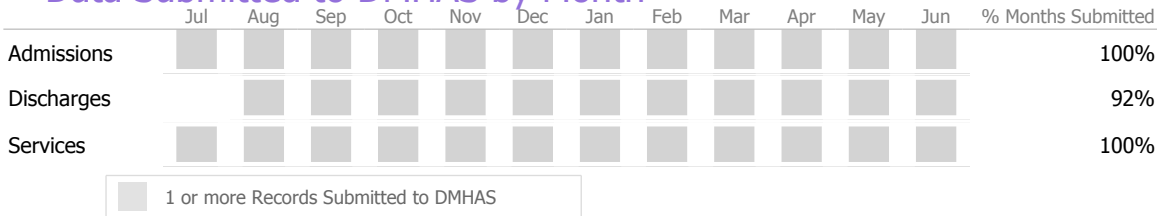
Recovery

National Recovery Measures (NOMS)	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Stable Living Situation		72	89%	60%	90%	29% ▲
✓ Social Support		57	70%	60%	80%	10%
✓ Employed		17	21%	15%	14%	6%
● Improved/Maintained Axis V GAF Score		51	75%	85%	54%	-10%

Service Utilization

	Actual % vs Goal %	Actual	Actual %	Goal %	State Avg	Actual vs Goal
✓ Clients Receiving Services		56	100%	90%	99%	10%

Data Submitted to DMHAS by Month



▲ > 10% Over ▼ < 10% Under

█ Actual
 Goal
 ✓ Goal Met
 ● Below Goal

* State Avg based on 15 Active Assertive Community Treatment Programs